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HOSTING – APPLICATION SHARED

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Hosting - Application Shared provides resources in a shared hosting environment for Java or PHP applications. The customer is assigned a unique account on the server and shares server resources with other users. The operating system and server resources are licensed and maintained by the Division of Enterprise Technology (DET) on behalf of the customer. Each customer account may have variations of DET-supported software configured to meet the specific demands of the application to be hosted.

There are two distinct server environments built on the Linux operating system:

1. Supporting Java applications using the Apache Web server (a web server supported by the Open Source community) and the Tomcat application server (also supported by the Open Source community) and
2. Supporting PHP-based applications (PHP is an HTML scripting language). PHP-based applications are primarily used for dynamic websites – websites that change content based on information updated in a database.

Each environment contains a unique instance of the Apache Web server and the MySQL database. If the customer uses a database other than MySQL, a connection can be made to an external database. For each production application hosted a corresponding Acceptance Testing (AT) account must be established.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Disk Space	5 GB of disk space is included. Before the disk quota is reached, the customer will receive an e-mail warning that disk space must be freed up or order additional disk space within 7 days. If space is not freed up and the limit is reached the application will fail.
Memory Resources	128MB of memory is allocated to each instance. Several small applications can run in each instance. If more memory resources are required they can be purchased in increments of 128MB by subscribing to additional accounts.
Authentication and Authorization	Authentication and authorization support is handled by SiteMinder, AppProfile, and UMD. The application owner is responsible for granting and maintaining access to authorized users.

Secure Site Access	Samba is used to access your home and log directories for Apache and Tomcat.
Web Server Analysis	Webalizer is available for analysis by accessing the site: http://domain.utah.gov/stats . More in-depth analysis is available for an additional fee.
Scripting (PHP applications)	CGI and PERL are enabled by default and your scripts can be placed in the CGI-bin folder. CRON scripting is also supported. Submit requests via the DET Help Desk .
Log Viewer	You can view logs using Logpanel by accessing the site: http://domain.utah.gov/logpanel .
24/7 Environment Support	Systems are monitored for power, network connectivity, environmental consistency, and supported by DTS personnel 24x7. Problems can be reported by contacting the DET Help Desk . Application support is the responsibility of the customer.
PHP MySQL Administration	PHP instances have <i>PHPmyAdmin</i> installed by default. To access <i>PHPmyAdmin</i> , enter the following URL: http://domain.utah.gov/tools/phpmyadmin .
Java MySQL Administration	Your MySQL instance will have an admin account called "DBA". Your access information will be sent to you via e-mail.
Firewall	A hardware firewall is installed between the State intranet and the Internet.
DNS Services	DNS services are free and are provided by DTS at http://registrar.utah.gov .
Backup	Incremental backups are run each night for the entire server. If you have storage on the SAN, you must order SAN backup separately.
Environment Patching	LAMP (Linux OS, Apache, MySQL and PHP) environment will be maintained and patched by DET System Administrators.
Linux Printing	Printing is supported using CUPS-LPD (Common UNIX Printing System - Linux Printer Daemon). This allows printing to any remote printer supported by common Unix printing service. Submit requests via the DET Help Desk .
Configuration Changes	Configuration changes or modifications to standard deployments (Tomcat, PHP, Apache, etc.) must be requested on the deployment request.
Assistance and Troubleshooting	Assistance for non-standard deployments and application troubleshooting is available at the prevailing rate for DTS Consulting. Database consulting is available at the Database Hosting Consulting rate.
Application Updates	Customers must follow the standard deployment request process for deployment of application updates, whether introducing a new version or fixing a bug. Nine (9) application deployments are allowed within each calendar month. Should more be required, customer will pay for system administrator time (see DTS Consulting Charge below) to make the deployments.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Unsupported Access	FTP, SFPT, and Shell are not supported for this product (see Secure Site Access).

Microsoft Extensions	FrontPage Extensions are not supported.
Application Support	Application troubleshooting is the responsibility of the customer.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Hosting Services – Production Hosting Services – AT Custom SSL Certificate (optional) Open Systems Storage above allotted 5GB	\$59.00/application \$59.00/application \$20.00/cert \$.00052/MB
One-time Charges	Setup	No Charge
Optional Services	DTS Consulting Charge (as needed) Database Hosting Consulting (as needed) Backup beyond allotted 5GB storage	\$ 75.00/hour \$ 70.00/hour \$.0005/MB/month

ORDERING AND PROVISIONING

An order form is available on the dts.utah.gov web site. Select **Services**, then **Product Categories**, then **Hosting Services**, and finally, **Hosting – Application Shared**. Click the **Order** button. If you need further assistance, please contact your [Customer Relationship Manager](#).

DTS/DET RESPONSIBILITIES

Provide the secure physical facility and all environmental controls for the server and disk array.

Monitor and maintain the integrity of the network.

Install and maintain the server hardware.

Install and maintain the Linux operating system.

Install and maintain the Apache web server.

Install and maintain the Tomcat application server.

Install and maintain MySQL software (this does not include database administration).

Provide the tools to be used by each customer to develop their own instance of MySQL.

Provide and install base server software and hardware as necessary.

Coordinate scheduled downtime with customers through the DET Change Management process.

Backup the system and source code/applications nightly. The customer is responsible for backup costs for data exceeding 5GB.

Provide Siteminder WebAgent.

DTS/AGENCY RESPONSIBILITIES

Develop and maintain the customer's database schema and the integrity of the data for each instance of MySQL.

Develop and maintain all application software running in customer's server instance. Customer must develop and test software in a development and acceptance testing environment before deploying to production. Development can be done on the customer's hardware. Java deployments must be done on a DET AT server. The agency is responsible for requesting and paying for an account in the AT environment.

Follow the standards and procedures provided by DET at installation to ensure a secure and stable operating environment for all users on the server.

Do not use the production server for development or testing.

Provide customer support services to the end-users of the application.

Perform all pre-production requirements required by application including startup scripts, development, and acceptance testing prior to production deployment. Isolating these functions will require requesting additional accounts on DET non-production servers. Standard rates apply.

Troubleshoot all problems originating with the application and/or database connectivity. DET system administrators are available for assistance, but the time they spend will be billed to the agency.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied